

## Weekly Unemployment Insurance Call Wait Times

**Date of Report:** May 6, 2025

**Summary:**

The Oregon Employment Department has a goal of answering at least 90% of calls in under five minutes by December 1, 2021.

**April 28, 2025 – May 2, 2025 Performance:**

The Oregon Employment Department did not meet its goal. Of all calls answered during this timeframe, 58.82% of calls were answered in five minutes or less.

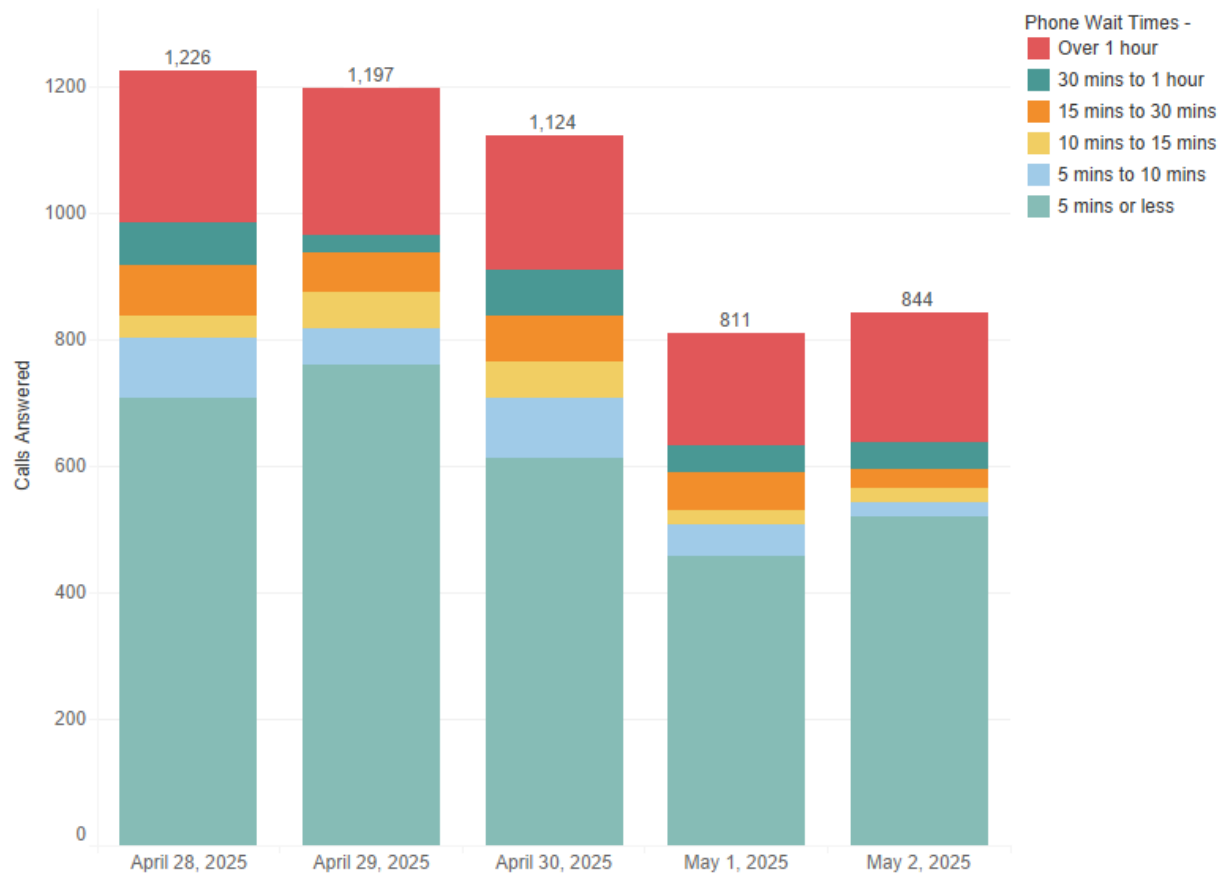
**Total Calls Answered**

Current Dates in Review
April 28, 2025 – May 2, 2025
5,202

**Call Wait Times**

April 28, 2025 – May 2, 2025	
5 minutes or less	58.82%
Between 5 and 10 minutes	6.11%
Between 10 and 15 minutes	3.77%
Between 15 and 30 minutes	5.86%
Between 30 and 60 minutes	4.88%
Longer than 1 hour	20.55%

Select Week  
Last week



The numbers located at the top of the columns indicate the total number of calls answered that day, for the period in review (April 28, 2025 – May 2, 2025).